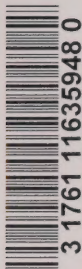


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1979  
B66



A Brief

Presented to

CANADIAN TRADE

Canadian Rehabilitation  
Council for the Disabled

Conseil canadien pour la  
réadaptation des handicapés




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## INDEX

i	FOREWORD	1
ii	PREFACE	2
iii	STATISTICS WHO IS AFFECTED	3
iv	ATTITUDES	7
v	WHEELCHAIR	8
vi	RAIL TRAVEL	9
vii	AIR TRAVEL	25
viii	RECOMMENDATIONS	23
ix	SUMMARY	26

A Brief  
Presented by  
CANADIAN TRAVEL  
on  
Problems of the Handicapped with regard to  
Public Transportation under Federal Jurisdiction  
by the  
CANADIAN REHABILITATION COUNCIL FOR THE DISABLED



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## I N D E X

I	FORWARD. . . . .	1
II	PREFACE . . . . .	2
III	STATISTICS-WHO IS AFFECTED?. . . . .	4
IV	ATTITUDES . . . . .	7
V	BASIC RIGHTS . . . . .	8
VI	RAIL TRAVEL . . . . .	9
VII	AIR TRAVEL . . . . .	25
VIII	RECOMMENDATIONS . . . . .	33
IX	SUMMARY . . . . .	36
X	APPENDICES	



I - FOREWARD

1. The Canadian Rehabilitation Council for the Disabled (CRCDD) was formed in 1962 by the merger of two national voluntary organizations, bringing together the Canadian Council for Crippled Children and Adults and the Canadian Foundation for Poliomyelitis and Rehabilitation. In more recent years, the member organizations of CRCDD have increased; they now include a cross-section of organizations and institutions, representing all areas of rehabilitation services for the physically disabled whose primary purpose collectively and individually is to meet the needs of the physically disabled. (Appendix "A")

2. The prime concerns of CRCDD are the coordination of medical, social, vocational and educational rehabilitation services; the quantity and quality of services available to the physically disabled Canadians, both adults and children; and the status of the physically disabled in society.

3. CRCDD believes that no community organization can function effectively in isolation. Coordination is most effective where there is cooperative action in areas of common concern. CRCDD maintains a relationship with the professional community, government, kindred organizations, the community at large as well as organizations of the disabled, to foster cooperative action in areas of common concern.

4. CRCDD through its member, and associate member agencies provides a network of services and programs for the physically disabled, coast to coast. The total resources of CRCDD and its members include a staff complement of over 900 and approximately 30,000 volunteers, with a total annual expenditure in excess of \$16,000,000.00.

5. Thus CRCDD is a broadly based federation of voluntary agencies having a deep concern and involvement in the rehabilitation and environment of all physically disabled.





## II - PREFACE

6. There are many current definitions of the words "disabled" and "rehabilitation". The words cannot be defined except in broad terms. The specific responsibility of the Canadian Rehabilitation Council for the Disabled is to the physically disabled.

7. The ultimate objective of rehabilitation is to remove the causes of dependency and to enable the individual to live as complete a life as society will permit. To accomplish this end we must create an environment in which disabled people may enjoy an equal opportunity to work within the limits of his/her physical impairment, and equal opportunity for intellectual growth, recreational and social participation, and equal opportunity, without prejudice, to utilize programs and services.

8. Physical impairment in itself does not constitute a disability. Rather, disability results from the physical, economic or social dependency brought on by the physical impairment and the environment barriers that prevent integration, equal opportunity and basic human rights.

9. A good deal of public money and effort is spent in rehabilitation centres so that those who are permanently disabled will learn to cope with their problems, become independent and integrate with the mainstream of society. Rehabilitation efforts are often thwarted however, because most buildings and facilities present architectural barriers which prevent integration.

10. CRCDD's position on transportation issues in the area under federal jurisdiction will be presented in the form of specific recommendations regarding air and rail travel. As a preamble to these recommendations, the following discussions will pinpoint specific areas of concern to CRCDD as well as suggested operational principles in regard to the use of statistics, the role of public attitude and the principle of human rights.



## 11. Transportation Disadvantaged:

In this brief, we will address the problems encountered by "transportation disadvantaged" individuals. "A disadvantaged individual is one who encounters mobility problems attributable to a particular physical or mental condition\*\* when he/she attempts to use a transportation services or system. The range of physical disadvantaged persons may encompass the very young, the elderly, the blind and the deaf, the sick, patients under treatment, those with temporary or permanent disabilities, the mentally ill\*\* and the mentally retarded\*\*" (1)

In preparing this brief, we realize that very little new is being said. Never have the problems of a specific topic been so well documented and never have the solutions been equally well documented. The real problem appears to be that the well documented solutions to the well documented problems have never been implemented.

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(1) Transportation in Canada: a guide for the disadvantaged

\*\* This brief will not address the problems of the mentally retarded or mentally ill persons, the blind or the deaf individual. It will address and deal specifically with the problems of the physically handicapped or mobility disadvantaged.





### III - STATISTICS - WHO IS AFFECTED?

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12. Generally speaking one of the biggest problems confronting the transportation disadvantaged is that of architectural/environmental barriers. One of the questions commonly asked is whether the number of people affected by architectural barriers is sufficient to warrant taking any action.

13. This is due in part to assuming that the transportation disadvantaged are only those individuals in wheelchairs and asking - how many people are there in wheelchairs? rather than - how many people will benefit? As previously stated, transportation disadvantaged represents a much greater segment of the population than first assumed.

14. It is important to note at the outset that no current reliable statistics exist in Canada, and that the plethora of figures used in various reports are extrapolated either from:

- a) Outdated figures, for example, the Canada Sickness Survey, 1950-51 or the 1951 and 1961 census figures;
- b) Localized figures (municipal or provincial);
- c) Specialized agency case load registries;
- d) U.S. figures.

In addition, the numbers are manipulated to some extent by the various definitions of disability used in collecting statistical data.

15. However, there is reliable statistical data on the national level as to reasonable user level in relation to transportation services and there is more than adequate evidence to support, as a conservative estimate, that an average of five percent<sup>(2)</sup> of the

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(2) "Data Base Study for the identification and Quantification - page B5 of Transportation Handicapped Persons in Canada: Summary Report" Montreal: Transport Canada, 1979



Canadian population would benefit substantially from fully accessible facilities.

16. The definition of 'transportation handicapped' used by Transport Canada is: ".....one who has:

- experienced general problems in the past 12 months such as visual, hearing, mechanical aids, wheelchair or other problems (i.e., walking/going more than one block; waiting/standing; going up and down stairs, etc.);

and

- perceive they have more difficulty in using public transportation than persons without their general problems;
- are not homebound (go/can go outside home at least once a week with or without the help of another person)."<sup>(3)</sup>

17. This definition is multi-faceted. It not only accounts for medically diagnosed physical conditions but the individual's perception of the problems involved in public transportation, which involves external handicaps imposed by architectural/environmental barriers. By the reference in the first paragraph to a transportation handicapped person as "one who has experienced general problems for the last twelve months....." the concept is broadened to include not only those with a permanent disability but persons who through injury or disease may be *temporarily handicapped*. The definition is broad enough to encompass elderly persons, pregnant women, persons with strollers or packages; a flight of stairs will stop not only the paraplegic in a wheelchair but the child on braces and crutches, the arthritic with a stiffness of the hips, the man with a serious heart condition, or the senior citizen unable to exert the amount of energy required. And of course it also effects the *members of the family or others who will be required to assist him/her in day to day life*. Conversely, any modification, adaptation that benefits a person using a wheelchair will also benefit all segments of the general public.

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(3) IBID page 6





18. Based on this definition, the 5% figure tells only part of the story. Canada will soon have a high percentage of elderly in the total population. Every year new babies are born with defects, traffic injuries mount and hospitals are clogged with people suffering from strokes and orthopaedic or neurological diseases. For some the disability may only be a matter of months - for others, a lifetime. In spite of the emphasis on prevention and physical restoration we are left to deal with the residual effects of crippling in a society geared exclusively to the pace set by those who are young, hale and hearty.

19. *Therefore "numbers" are not at the core of the issue.* The benefits of transportation facilities and vehicles designed for wheelchair accessibility extend far beyond the convenience of one strictly defined sector of the population. This is true now and will be in the future.



20. During the last two years this Council in cooperation with Health and Welfare Canada has conducted a national campaign aimed at creating a greater awareness of the physically handicapped and a positive attitude towards handicapped people. We firmly believe that if a shift or change in attitude can be accomplished, specific barriers to integration will be better understood and the public will be more receptive to change.

21. If the general public which includes employers, architects, recreologists, transportation providers etc. are more aware of the physically handicapped, then the architect will take this into consideration when designing a building/dwelling, the employer will consider hiring the disabled, recreologists and transportation providers will consider special needs of this population.

22. For the most part, people tend to put up mental barriers when they see people with an obvious disability. Unfortunately, almost all commercial advertising and publicity depicts "the beautiful people". People tend to base their first impressions of other people on appearance. When they see someone who is disabled, they too often see the disability as that person's most significant and outstanding characteristic. Too often first impressions are lasting.

23. The attitudes of individual in the service industry is critical. Therefore, *transportation providers such as VIA Rail and the respective airlines should develop or incorporate a sensitization program in their personnel training procedures.* Abundant films, literature, individuals and agencies are available to meet the needs of such a program.

24. Too, often in the past problems arise when an officious employee attempts to interpret vague or "legalicse" shrouded guidelines or regulations. *The production and distribution of a pamphlet outlining the transportation provider's policy in regard to travel for the "disadvantaged" would be beneficial not only to that segment of the population but also to the rail and air personnel involved.*





## V - BASIC RIGHTS

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25. The federal government has the responsibility to provide leadership, particularly in the area of non-discrimination.

26. The Canadian Human Rights Act prohibits discrimination in matters of employment on the basis of physical handicaps in all areas regulated by the Parliament of Canada. It does not as it does for the other eight grounds of discrimination protect the individual from discrimination in the provision of goods, services, facilities, and accommodation. Also the legislation conflicts with existing legislation and other codes and regulations.

27. If it is against the law to exclude the physically handicapped from employment on the basis of discrimination - is it any less discriminatory to exclude transportation disadvantaged people from utilizing public transportation systems? What if travel is a part of the employment condition? Surely access to public transportation is a basic human right.

28. The Canadian Human Rights Act should include *protection of the individual in discrimination in the provision of goods, services, facilities and accommodation. The Human Rights Act should also have "primacy" over other legislation in that the Human Rights Act should take precedence.*



VI - RAIL TRAVEL

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29. Introductory Statement

At the basis of this presentation is the principle that transportation for disabled persons must be recognized as a transportation issue - not a welfare or social service issue. Policies should be adopted at all levels of government recognizing that the transportation handicapped should have available to them transportation services as a basic human right.

30. Federal Responsibility

Generally speaking, federal jurisdiction respecting rail transport is found in the Railway Act which is administered by the Canadian Transport Commission through the Railway Transport Committee. There are no regulations in the Railway Act dealing specifically with the needs of the handicapped and this may be proper in view of the fact that handicapped individuals are simply a part of the general public which in terms of the Railway Act are defined as "traffic".

31. Therefore, it is our contention that VIA Rail should comply with the Railway Act in regard to Section 262 (1) - Accommodation for Traffic: "The company shall, according to its powers, (a) furnish, at the place of starting, and at the junction of the railway with other railways, and at all stopping places established for such purpose, adequate and suitable accommodation for the receiving and loading of all traffic offered for carriage upon the railway; (b) furnish adequate and suitable accommodation for the carrying, unloading and delivering of all such traffic; (c) without delay, and with due care and diligence, receive, carry and deliver all such traffic; (d) furnish and use all proper appliances, accommodation and means necessary for receiving, loading, carrying, unloading and delivering such traffic; and (e) furnish such other service incidental to transportation as it customary or usual in connection with the business of a railway company, as may be offered by the Commission."





32. According to Section 2(1) of the Railway Act "traffic" includes *traffic of passengers*. It does not exclude the elderly, the young, the blind, the mentally retarded, the deaf, or physically handicapped individuals.

33. The law in respect to rail puts the onus on the railway to provide "suitable accommodation for the receiving and loading of all traffic offered" (section 262 (1) (a) ), as well as "furnishing adequate and suitable accommodation for the carrying, unloading and delivering of all such traffic" (Sub-section 262 (1) (b) ).

34. The Commission has the power, the duty, and the responsibility to decide what is meant by suitable and adequate" accommodation and to ensure that such is provided by the railways. *Our contention is that the Railways should provide "suitable and adequate" accommodation to all travellers, not a portion thereof.*

35. Generally speaking a major obstacle to the disadvantaged traveller is that of environmental barriers on the rolling stock as well as the terminals - stations themselves. The responsibility is stated in the Railway Act as follows:

Section 102(1)(g) - Stations: "The company may "construct, erect and maintain all necessary and convenient roads, buildings, stations, depots, wharfs, docks, elevators, and other structures, and construct, purchase and acquire stationary or locomotive engines, rolling stock, and other apparatus necessary for the accommodation and use of the traffic and business of the railway;"

36. The Canadian Transport Commission has the power to ensure that stations offer "good and sufficient accommodation and facilities for traffic:" *The Commission should also do all in its power to ensure that VIA Rail has sufficient funding to carry out its mandate and responsibility in this area particularly in the provision of "good" and "sufficient" accommodation for the transportation disadvantaged.*



37. Time Frame:

We recognize that universal "good and sufficient accommodation and facilities for traffic" will not happen overnight. We also recognize that VIA Rail has taken some outstanding steps in this direction particularly for the transportation disadvantaged. However, we believe that *a time frame should be established to accomplish this objective.*

38. We recognize that VIA Rail has embarked on a program to facilitate the travel of the disadvantaged:

- 1) The proto-type LRC have incorporated a number of accessible features e.g. washrooms, wheelchair tie-down, and wider aisles. Apparently the LRC cars will all be equiped with accessible washrooms, a tie-down apparatus to secure a wheelchair user and aisle width to allow accessibility for a wheelchair.
- 2) A draft brochure to inform the disadvantaged traveller and rail personnel as to the provision and programs regarding the transportation disadvantaged is commendable.
- 3) The provision of a two-for-one fare allows a severely handicapped individual to be accompanied by attendant is also commendable but requires further examination (see page 21).

39. At present these efforts seem to be proceeding independently, with no collective or individual expectations in government or among involved private and voluntary organizations as to appropriate time limits or objectives within a "master plan". *To work a coordinated system of objectives into a reasonable time frame would be to maximize the effectiveness of all our efforts.*

40. Sufficient Funding

In the past proportionally greater attention and funding has been directed towards air travel by Transport Canada, perhaps to the detriment of rail travel. Given the present and future oil



restrictions steps should be taken to rectify the current inequities between rail and air travel. Rail travel particularly on short haul may very well be a most efficient travel method in the future. This can be implemented by insuring that VIA Rail has sufficient funding to fulfill its mandate and responsibility to all travellers including the disadvantaged traveller (see Appendix "B").

Provision should be made in airline and railway budgets to provide for the development of suitable facilities for the transportation disadvantaged. Funds should be specifically ear-marked for an accessibility program. If 5% of the population are travel disadvantaged perhaps 5% of the budget should be allocated to rectify current inequities. However, United States studies indicate that approximately 1% of the budget is required to fulfill Amtrak's mandate. (see page 18).

#### 41. Coordination of Resources

Effort is needed to achieve the goal of a transportation system designed to accommodate the needs of all travellers. While effort and energy has been expended by various government departments, there seems to be a lack of coordination and collaboration. For example the National Research Council of Canada is involved in producing building standards for the handicapped (Supplement No.5 to the National Building Code Canada), Transport Canada is involved in the production of a number of projects and reports relating to travel for the handicapped e.g. "Train Access System for Wheelchair Passengers - Definition of Requirements"- working paper by R. F. Stapells and Associates, August, 1977. "Data Base Study for the Identification and Quantification of Transportation Handicapped Persons in Canada", Summary Report prepared by Systems Approach Consultants Ltd. for Transport Canada, July, 1979. "Operational Improvements for Special Transportation for the Handicapped" prepared by the Stanley Associates Engineering Limited for Transport Canada, March, 1977 and so on. Central Mortgage and Housing are involved in accessible housing units for the handicapped e.g. "Housing the Handicapped", 1974 and so on.





42. Also, the resources of disabled individuals, their organizations and rehabilitation agencies are very often not consulted or only consulted in the very final stages of planning.

43. As you can see information is being collected by numerous sources on an individual rather than a collective basis. There does not seem to be a central source for information sharing even within government departments. A collaborated effort would reduce the duplication of studies, projects and programs and thereby provide a faster implementation of well documented solutions.

44. There also seems to be little effort being made to examine other systems, services and programs being implemented and in some cases functioning in other countries for example British Rail, Norwegian Railways and Amtrak in the United States. Again a collaborative effort or central information resource would perhaps avoid some of the problems already encountered. Solutions or alternatives may already exist outside the country.

45. AMTRAK U.S.A.

"Amtrak on-board and station personnel and trainmen will offer every possible assistance to passengers getting on and off trains. If the passenger is non-ambulatory and must be lifted onto the train, Amtrak will do everything possible to ensure that employees who are able to assist the passenger are available when and where needed. If notified in advance, we can advise the passenger of any difficulty he may encounter at the station so that the passenger and Amtrak can be prepared to deal with the situation."

"The Superliners, which will operate on long-distance western routes, will be easier to board because the height from platform to car is only 18 inches. Amtrak is working on various designs for mechanical devices to insure barrier-free access to all trains at all stations.".....ACCESS AMTRAK "A Guide to Amtrak Services for Elderly and Handicapped Travellers" - May, 1978



#### 46. BRITISH RAIL AND DISABLED TRAVELLERS

In England, "British Rail recommend all substantially disabled people to advise them in advance of any intended journey so that arrangements can be made for the passenger to have as comfortable a journey as possible. *For example, arrangements can be made for British Rail staff to meet a disabled traveller at the departure station, escort him or her to the train, in a wheelchair if required, and see the passenger safely onto the train.* Similar arrangements can be made at the destination and at any intermediate stations where the passenger has to change trains. To allow them to make these arrangements, British Rail recommend that disabled travellers advise the British Rail Area Manager at the departure station, in writing if possible, of their intention to travel."

#### SPECIFIC PROBLEM AREAS

##### Terminals/Stations:

47. Reports from Transport Canada indicate that 45 stations served 85% of the travelling public. *As an initial step a time-frame should be established for the renovation/modification of these stations. At this point in time the handicapped are not asking for universal accessibility merely reasonable access to rail services and facilities.*

48. The "R.F. Stapells & Associates Report" examined the station platform characteristics of the stations in the Windsor - Quebec City corridor - the Summary on page 58 of this report states:  
"The pertinent characteristics of the corridor stations described in this section have been summarized in Table II. (See Appendix "C")

As mentioned earlier, all CP Station platforms are intermediate. The only train-level platform is at CN's Central Station, all other CN stations have rail-level platforms.

Guildwood and Kingston are the only stations presenting platform access problems to the handicapped. Guildwood is rendered inaccessible to handicapped passengers, because the sole method





to access the platform is a steep flight of stairs. Handicapped passengers not able to use the underground passage at the Kingston station, must be taken to the distant street-level crossing to permit track crossover.

All the other stations mentioned *do not present insurmountable platform access problems* to the wheelchair passenger, as long as he has advised the railways of his plans.

The CP Dorval Station presents wheelchair passengers with a barrier to accessing the station: a short flight of stairs. This station is not used in the Montreal - Quebec service; however, is a regular station stop for the Canadian."<sup>(4)</sup>

49. *Accessible stations/terminals would include the following:*

- a) *Accessible washroom facilities;*
- b) *Accessible telephone*
- c) *Accessible eating and drinking facilities*
- d) *Accessible parking*
- e) *Provision of wheelchair - available at terminal*
- f) *Accessible ticket counters and lockers.*

#### Boarding and Deboarding:

50. *Boarding and deboarding appear to be one of the major obstacles. It has been debated whether the car itself should have a lift mechanism which would be required on each side of the car or whether each station should be equipped with a lift mechanism or similar apparatus for easy access. The Norwegian State Railways have introduced accessible train cars which include removable seats when wheelchairs are to be accommodated, accessible washrooms, and two lifting platform which are also used to load the unload luggage.*<sup>(5)</sup>

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(4) R. F. Stapells & Associates Report, August, 1977  
for Transport Canada

(5) CRCDD quarterly journal, Rehabilitation Digest, Volume 9#4, 1978



51. In a report prepared in 1977 by R. F. Stapells and Associates Limited for the Transport Canada Research and Development Centre, "Train Access Systems for Wheelchair Passengers - Definition of Requirements - Working Paper". An entire section was devoted to train access systems for wheelchair passengers and it would seem appropriate to quote from this report as follows:

Page 62:

"It becomes rather obvious that ramps, whether train or station based, do not afford a practical or universal solution to the problem of transportation access by the handicapped. The lift, on the other hand, presents a more convenient solution. A lift is usable by the handicapped public in general. In addition, the lift mechanism need not interfere with regular boarding and detraining operation."

Page 65:

"From the foregoing discussion, it can be readily seen that neither an onboard portable lift nor a station based lift is as practical and effective a solution as a train based lift permanently fixed to a car."

See page 13-14 for a discussion of AMTRAK's and British Rail's solutions to the problem. Both involve flexibility, cooperation and above all the principle of customer service - as a satisfactory initial step towards full accessibility through modified architectural features.

Car Interior:

52. It is doubtful that it is necessary for every car to be equipped with an accessible washroom or tie-down apparatus. Under this situation in regard to tie-down apparatus one is left to assume that if they were two passengers in wheelchairs travelling together one would utilize the tie-down apparatus in one coach and the other would be located in a different coach. So much for companionship. *As most disadvantaged travellers would not require a tie-down apparatus, it would appear to be advantageous to have a folding arm rest on the aisle seat to provide easy transfer. In this way the single car would easily accommodate a number of*



*disadvantaged travellers.* This is already being done by British Airways and Pan American Airlines who have also designed a proto-type folding arm rest. Also the installation of the tie-down apparatus on each car would appear to be superfluous unless the cars are designed so that the respective seats could be removed in the event a tie-down apparatus was required. This would also provided greater seat capacity in the event that the wheelchair tie-down apparatus was not required.

### PORTABLE & MECHANICAL LIFTS

A wide variety of portable and mechanical lifting devices are presently on the market. Many others in the testing or prototype stage (e.g. AMTRAK, U.S.A) and other alternatives have been found (e.g. Norwegian State Railways).

In Canada research has been conducted on "lifts" e.g. "Train Access Systems for Wheelchair Passengers - Overhead Lift Design", prepared by Physico-Medical Systems Corporation for Transport Canada, March, 1979 (not recommended) "Train Access Lift Systems for Wheelchair Passengers - Phase II, Stage 2, a Final Report" prepared by Hovey & Associates Ltd. for Transport Canada, May, 1979, and commonly referred to as the "Kingston Lift" (Excellent features) - car mounted lift.

Again, there appears to be little collaboration while an abundance of expertise exists e.g. National Research Council, Advisory Committee on Technical Aids, Canadian Standards Association, Technical Committee on Technology for the Handicapped and Transport Canada, Advisory Committee on the Transportation of the Handicapped.





## COST OF ACCESSIBILITY

53. In December 1978, Ball Berezowsky Associates prepared a report "Barrier-Free Surface Transportation Terminals: Design Considerations", for the Urban Transportation Research Branch, Canadian Surface Transportation Administration, Transport Canada. This report was published to provide administrators and designers with a source of design considerations for barrier - free surface transportation terminals (i.e. rail, subway, bus and ferry). In regard to the "cost of accessibility" on page 5, the report states:

"Monetary (Aggregate) Cost: Too often, the anticipation of extreme costs precludes the necessary design changes to accommodate the physically handicapped on our surface transportation systems. Even greater anxiety is associated with the cost of retrofitting existing terminals due mainly to a lack of information on the cost of barrier-free design. Recent studies in the United States and some observations of Canadian designs have shown that this assumption is exaggerated. A study by the National League of Cities, Washington, D.C., which investigated both existing and hypothetical barrier-free design, concluded: a) Of the 3 types of new existing structures examined, each could have been constructed in such a way so as to provide total accessibility for less than 1/10 of 1% of total construction costs, and; b) Six of the seven types of hypothetical buildings examined could have been constructed barrier-free for less than  $\frac{1}{2}$  of 1% of the original construction costs. The only exception is a two story edifice where the elevator is a significant factor. In fact, all (except the two story) could have been retrofitted for less than 1% of original costs.

*There seems little doubt that inclusion of design elements in new construction that insure barrier-free environments can incrementally increase costs. However, analysis indicates that the additional money necessary for such construction is relatively small (in some cases it can actually reduce overall costs). In fact the two most costly transportation solution studies (i.e. retrofitting BART and the Washington METRO) were carried out for 1.6% and 1% of total costs respectively."*

In addition to this report the National Research Council has been engaged in the study and development of barrier-free environments.



LIABILITY

54. In correspondence with Mr. D. H. Jones, Q.C. Chairman, Railway Transport Committee, Canadian Transport Commission; Professor Joseph W. Sameuls, Barrister and Solicitor, Faculty of Law, University of Western Ontario states:

- " (a) Canadian law does not call for absolute safety, only a reasonable standard of care. *If VIA's personnel are exercising reasonable care, no liability would be imposed for injuries.*
- (b) The Railway Act can be amended to ensure that VIA is responsible only for reasonable care.
- (c) Out of an abundance of caution, disabled persons can be asked to sign a waiver of liability form, freeing the railway from any responsibility so long as reasonable care is exercised."

55. In quoting from the Ball Berezowsky Associates Report on page 5 states: *"It is imperative that the physically handicapped individual be allowed to bear a certain level of risk, (personal cost), within reasonable limits, rather than unilaterally exclude him from the system."*

56. It would appear from the above that the question of liability is one basically of mechanics. The handicapped have been utilizing the transportation system for some years and precedent is yet to be established in regard to liability. *In any event it would also appear that measures could be easily undertaken to satisfy both the carrier and passenger.*

57. The Rehabilitation Institute of Ottawa in its brief of March, 1978 to the Canadian Transport Commission on page 3 #8 states: "Some transportation companies impose a condition of travel which requires accompaniment by an "escort" an "attendant" or even "qualified attendant". This condition is presumably imposed because of the transportation company's anxiety to avoid liability on the part of its employees in the course of giving help to the disabled person though the airlines appear to accept this risk as part of their responsibility to the public. The ancillary consequences to





liability on the part of its employees in the course of giving help to the disabled person though the airlines appear to accept this risk as part of their responsibility to the public. The ancillary consequences to the disabled persons do not appear to have been weighed in imposing such conditions.

#9. A disabled person of adult size in a wheelchair who has no capacity at all to walk is probably in no better position if accompanied by one such attendant because the help of two people is probably necessary to assist such a person in boarding a railway car or in disembarking therefrom. Over and above this particular difficulty, the condition of an accompanying attendant loses sight of other problems not necessarily apparent to those unfamiliar with the plight of the handicapped. Because of their disability, many disabled persons are either incapable of earning any revenues or are capable only of earning relatively low incomes. The cost of the attendant consequently becomes a much heavier burden than it would be for the unhandicapped person. Beyond the cost of the attendant's transportation - though some but not all transportation companies carry the attendant free of cost - there are other heavy costs involved which are not so readily apparent.

Page 4, #10. These less apparent costs cover a wide variety of unavoidable expenses. If the attendant must be a "qualified attendant", the assumption must be made that he or she should be a skilled orderly or nurse. Quite properly, such persons will require payment of the usual fees of their profession. Even should the attendant or escort not be a "qualified" person but merely a relative, friend or other unskilled person, there remains a certain obligation to provide him with food, shelter and certain amenities. In either case, if the handicapped person is to be away for only a short period - say one, two or even three days - it will be impractical and probably uneconomical for the attendant to return to the point of origin and travel back for the return journey. Thus, he will probably have to stay with the disabled person until the return journey. This situation will involve additional expenses for hotels, meals and certain amenities and perhaps for professional fees. This additional expense may be quite crushing because of the usually lower income of the handicapped.



to the disabled persons do not appear to have been weighted in imposing such conditions."

So it would appear that the question of liability has been before the Canadian Transport Commission since March, 1978 and this brief is drawing attention to the question again as part of the guidelines produced by the Transport Commission.

#### TRAVEL ATTENDANT

58. Two-for-one travel whereby an attendant accompanying a severely physically disabled individual would travel free appears to have its roots with Greyhound bus lines in the United States. As a result CRCD had discussions and negotiations with the Canadian Motor Coach Association to review this program with the aim of introducing a similar program in Canada.

59. As a result, it was agreed that the Canadian Motor Coach Association and its members would honour a two-for-one travel fare. The Canadian Rehabilitation Council for the Disabled would be responsible for providing a certificate of eligibility to be completed by a physician and upon receipt issue of an identification card. The Certificate of Eligibility has the following criteria:

- a) The individual cannot board or alight from a motor coach without physical assistance;
- b) The individual cannot sit down or stand up with dignity, without physical assistance;
- c) The individual cannot physically tend to himself without physical assistance in the self care areas of eating, personal hygiene and washroom facilities;
- d) The disability is of a permanent nature.

60. It is obvious from this criteria that only the very severely physically disabled individual would benefit from this agreement. It is recognized that this would represent a very small percentage of the handicapped population of Canada.



61. The Canadian Motor Coach Association have issued joint party tariff no. A131 (see Appendix "D") and advised its members and respective ticket agencies. The Canadian Rehabilitation Council for the Disabled produced Certificates of Eligibility and identification cards (see Appendix "E") and assumed the responsibility of issuing the respective documents to its network of member agencies across the country, a responsibility that continues at the present time.

The intention was and is to relieve a financial burden from those individuals who due to their physical impairment *cannot travel without the aid of an attendant.*

62. Perhaps as a result the VIA Rail (CP/CN) issued a tariff 13D "Permanently Disabled Person in Attendance" (see Appendix "F"). We understand that this benefit has been extended to other disability groups e.g. mental retarded, epilepsy. At the present time we are unaware of the criteria.

As previously stated the intention was to relieve the financial burden from individuals who because of their physical impairment must be accompanied by an escort, an attendant or even a qualified attendant.

63. This provision was never intended to restrict those physically disabled individuals who do not require the assistance of an attendant merely "a hand up", who can and do travel quite independently.

64. For those individuals the fact that some carriers demand that they travel with an attendant is an imposition and an additional financial burden. The following is taken from the Rehabilitation Institute of Ottawa's brief to the Canadian Transport Commission, March, 1978, page 3:

" #8. There exist solutions to the problems of the disabled which have all the external trappings of apparent ease and reasonableness which nevertheless have concealed ancillary problems of serious proportions. Some transportation companies impose a condition of Travel which requires accompaniment by an "escort", an "attendant" or even a "qualified attendant". This condition is presumably imposed because of the transportation company's anxiety to avoid





11. Notwithstanding the foregoing observations about an attendant which hold true for the great majority of disabled persons, there is nevertheless a very small group for whom such an attendant is a necessity. The first example which comes to mind is those who are unable to attend to their highly personal bathroom requirements. Another example is the overnight passenger in sleeping accommodation who is unable to change from day clothing to night clothing without help; it would hardly be reasonable to ask a railway company to give this kind of assistance, particularly if the passenger and the railway employee were not of the same sex. Usually cases of this nature should be accompanied by an attendant.

Page 6,#15. For embarkation and disembarkation where the disabled person requires help, it is difficult to understand why at least one of the railway companies will not allow its employees to provide the same boarding assistance now provided to the disabled by the airlines. Railway company employees are surely no more clumsy nor more insensitive to the needs of the disadvantaged than airline employees. Accepting this premise, it is hard to understand the curious reluctance of railway companies to give such help when it is needed.

Page 7,#17. For dining-cars, cafeteria cars and club cars, it would again seem unreasonable to ask that all tables or places should have enough room for wheelchair passengers. However, at least a few such places should be available at which the disabled could be seated for meals. In the alternative, particularly if a narrow Washington wheelchair is not available on board, meal service should then be provided at the disabled person's coach seat or sleeping car accommodation. Consequently, in the ordinary course of events, the railway car provided with special washroom or other facilities for the disabled should be coupled next to the car providing meal services. "

65. *A possible solution to this 'attendant care' problem would be to:*

- 1) Have the transportation company issue their own identification cards upon receipt of a duly completed medical certificate*
- 2) Where there is a matter of dispute the Human Rights Commission could serve as an arbitrator.*



66. We cannot over emphasis the fact that "Two-for-one" travel was instituted to relieve the financial burden of the physically disabled individual and relieve some responsibility from the respective carrier. It was not implemented to restrict the free movement of physically handicapped individuals who are quite able to travel unaccompanied.

67. To unilaterally demand the accompaniment of an attendant restricts the travel of a large majority of handicapped individuals and is discriminatory.

NOTE: Having the carrier provide an identification card would not appear to be unreasonable in that they must have a system now for the recording of individuals with special passes etc. Also, it would negate the need for several health agencies to provide and record this information. It would also reinforce that fact that transportation for the disadvantaged is a transportation issue not a social services issue. International Air Transport Association are presently preparing guidelines and recommendations for their members which includes the provision and acceptance of a medical certificate for handicapped individuals.



## VII - AIR TRAVEL

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68. Travel via airlines presents similar difficulties encountered by the "transportation disadvantaged" as when travelling by rail. However, problems do not seem to be as paramount, probably due to the fewer number of terminals involved, a single vehicle "airbound" as opposed to a "rolling stock" and the recent building of new air terminals which generally incorporate accessibility features such as ramps, washrooms, telephones etc. This is not to say that the problems do not exist - they do. Difficulties such as attitudes, architectural barriers and discriminatory practices exist.

The problem of architectural barriers has been previously stated in this brief and need not be repeated here.

69. The problem of attitudinal barriers also exists within respective airlines and again it is worth mentioning that a sensitization program be implemented in the personnel training program. As well the production and distribution of a simple brochure (e.g. United Airlines Pamphlet<sup>\*\*</sup> providing simple basic information to the handicapped traveller as well as the airline personnel) would be beneficial. There is definitely a problem within Air Canada and C.P. Air in regard to their new booking limits for handicapped people. The regulations or guidelines are very difficult to interpret and in many cases the interpretation is left up to an airline employee. This has resulted in demands that an individual travel with an attendant where the individual has travelled without an attendant on numerous occasions. In some cases the individual has travelled to his destination and on attempting to return has been advised that he must travel with an attendant (see Appendix "G").

### Attendant Care:

70. Air Canada's attendant care provision is based upon their definition of self-reliant and non self-reliant as follows:

"1 THE SELF RELIANT disadvantaged passenger is independant, self-sufficient, and capable of taking care of all his physical

\*\* see Appendix "H"





needs in-flight. He requires no special or unusual attention beyond that afforded to the general public, except that he may require assistance in boarding and deplaning.

- 2 THE NON-SELF RELIANT disadvantaged passenger is incapable of self-care during the flight; he depends upon another person to look after his physical needs. Cabin crew are not expected to provide such special attention to any one individual, and thus the non-self-reliant disadvantaged passenger requires a personal attendant engaged by himself, who has the responsibility and is capable of caring for him."\*

71. To our knowledge no Canadian airline offers a "two-for-one" fare whereby the attendant would accompany the disadvantaged traveller at no cost. Whereas, in England, blind passengers are entitled to a provision of an attendant at no cost as follows: "blind passengers are entitled to special concessions on U.K. domestic routes if they are travelling for business, medical, training, education or rehabilitation purposes. In these circumstances, the blind passenger and his escort can travel together for one adult fare - that is, they both qualify for a 50% rebate. The airline will probably ask for a form to be completed by either a Department of Health and Social Security office or a recognized organization for the blind." (6)

72. In the United States, 'Paraplegia News', August, 1979 states on page 42: "The Civil Aeronautics Board (CAB) has finally assumed responsibility to write regulations under S. 504 of the 1973 Rehabilitation Act and on May 31, it issued proposed rules which establish guidelines for nondiscriminatory airline services. The rules cover such services as reservations, baggage storage, boarding assistance, in-flight services, and seating arrangements."

73. On page 44, "CAB's rules adopt the position that most disabled persons can travel unaccompanied. The rule lists two exceptions to this position. First, CAB would permit a carrier to require a personal attendant if the disabled person needed extensive nursing or personal services during flight (e.g. feeding or helping a person inside

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\* See Appendix "I"

(6) "Care in the Air advise for handicapped passengers,  
Airline Users Committee, London, England



the lavatory.) Persons needing extensive assistance for meals or waste disposal can elect to refrain from eating and using the lavatory, instead of traveling attended. The second exception requiring travelling with an attendant applies to persons who need substantial assistance to deplane in an emergency. This does not include blind persons, deaf persons, and non-ambulatory persons who are able to exit using their arms."

74. The International Air Transport Association Passenger Traffic Procedure Committee, at a meeting held in Geneva on April 23rd to 26th, 1979 approved: "Improvement of the airlines ability to meet the special needs of passengers who are disabled or handicapped by adoption of standard procedures for medical clearance, ground and inflight handling. These have been developed through lengthy research by IATA members in consultation with medical experts and international organizations concerned with disabled and handicapped passengers."

75. IATA is currently developing three booklets: 1) Guidelines for Non-Airline Physicians; 2) A pamphlet called "Incapacitated Passengers - Guide to Air Transportation; 3) Principles of Handling an Incapacitated Passenger.

76. One of the effects of the newly adopted standardization is that now the IATA Airlines have adhered to the principle that "incapacitated" persons will be carried on their scheduled international flights, as long as their carriage does not impose (on a basis of established facts, medical or other evidence etc.) affect the safety of other passengers and their property.

77. Again, in the United States the Civil Aeronautics Board (CAB) is proposing a rule that reflects the need to insure that handicapped travellers are provided with adequate access to air transportation and to affirm that the disabled are protected by the adequate service and anti-discrimination provisions of the Federal Aviation Act, which apply to all airlines. As a general matter, *"the air carrier should have the burden of showing that air services to the handicapped cannot be provided."*



This rule would also limit the situation in which carriers could:

- a) insist that handicapped people give advance notice of their travel; and
- b) require that a handicapped person be accompanied by an attendant.

78. To make air travel truly accessible to the disabled, the CAB proposes to require carriers to accommodate travellers' desires to transport their own equipment and aids, and to have available various types of services and equipment to be provided at the traveller's request.

79. Except for pressing safety reasons, the CAB noted, the carrier *could not require a handicapped passenger to accept unrequested special services*

80. The United States department of Health, Education and Welfare (HEW) issued guidelines concerning the responsibility of each federal agency under Section 504 of the U.S. Rehabilitation Act. The guidelines issued to the Department of Transportation (DOT) states: In general terms, the Guidelines require that each program or activity receiving Federal financial assistance shall be operated so that, when viewed in its entirety, the program or activity is readily accessible to handicapped persons. If structural changes are necessary to achieve this accessibility, the Guidelines require such changes to be made as soon as practicable, but in no event later than three years after the effective date of this rule. If extraordinarily expensive structural changes to, or replacement of existing facilities would be necessary to achieve program accessibility, and if other accessible modes of transportation are available, the Guidelines permit DOT to establish by regulation, a deadline for compliance that is more than three years after the effective date of this rule.

The Guidelines also provide that new facilities and to the maximum extent feasible alternations to existing facilities must be readily accessible to handicapped persons.

Finally, the Guidelines provide generally that no handicapped





handicapped person shall be subjected to discrimination in employment under any program or activity receiving Federal financial assistance."

81. Rehabilitation International U.S.A. (RIUSA) has been involved for a number of years in improving international air travel for the handicapped. Through the Committee on Technology, the Disabled Consumer's Committee and the Carrier's Operations Committee, RIUSA has been working with a number of American and International airlines as well as the major aircraft manufacturers e.g. Lockheed, Boeing, McDonnell-Douglas.

82. As a result of various committees' work, Mr. L. W. King, Chairman of the Aerospace Industries Association (AIA) Special Committee to Investigate the Carriage of Disabled Persons said: "Your're looking at a minimum time span of probably four to five years for significant structural changes." He said it would take about two years for his committee to complete a set of recommendations that could be utilized by airlines in developing their own planning, and another two years to 30 months to deliver aircrafts redesigned for handicapped people. He did not, however, slam the door on the possibility of retrofitting aircraft already ordered, and emphasized that the Special Committee is preparing design objectives that will share "a common interface and footprint with the existing units in aircraft today."

83. The most notable improvements will be *more accessible lavatories and aisles*. The latter will be in the form of *an improved on-aircraft wheelchair and removable seat arms on passenger seats* adjacent to the aisle. The current minimum aisle width - 15 inches wide up to 25 inches off the floor (basically the top of the seat arm) and 20 inches from there up - will probably remain the same due to economic considerations.

84. The same space restrictions will apply to lavatories - *larger lavatories are not likely, but at least one in each plane will be conveniently located and specially equipped for the handicapped*. What design modifications are necessary to meet most handicapped needs is now being explored by the Committee with consumer input from Rehabilitation International USA (RIUSA).



Mr. King, an engineer who is department manager of interiors and service for the Lockheed California Company, explained that the work of AIA's Special Committee represents the coordinated efforts of representatives from Lockheed, Boeing, and McDonnell-Douglas. The Committee will formulate and evaluate accessibility features for commercial aircraft, but as King pointed out, *"the major impact on the carriage of handicapped persons is with the airlines themselves. They provide the passenger seats, they develop arrangements, they specify features of things like lavatories, and they have control over their own individual requirements related to the service of oxygen, lights, ventilation and so on. So in those areas that are not under our direct design cognizance, we anticipate that we would have to assume an advisory role."*

86. The stated goals and work of the AIA Special Committee to date have been received favorably by commercial airlines.

87. Another area the Committee is exploring is the development of *a better improvement on - aircraft wheelchair*. The Committee is examining this hardware and will explore the marketplace to determine if an approved model already exists. *There is a need for a greatly improved aircraft wheelchair.*

88. *What this committee points out very clearly is that while the manufacturer supplies the basic aircraft; alternations, modifications, adaptations, specifications are up to the discretion of the respective airline company.*

89. The Paralyzed Veterans of America reported on a meeting which took place on 15th November, 1978 with Mr. Gene Bara, Boeing Aircraft Company's Chief of Engineering Design, and other officials at Boeing, to discuss the interior design of aeroplanes as it relates to accessibility for the disabled, in particular for those who use wheelchairs.

90. A very important fact was brought to light by Boeing officials: *The company has the technological know-how to fabricate any type of aeroplane that is ordered. Such barrier-free design features*



as wide passageways to accommodate wheelchairs, seats with arm rests that can be positioned to allow easy transfer for the wheelchair to the seat, and even accessible restrooms, are technologically possible. However, the problem does not lie in design, but in the willingness of the airlines to order aeroplanes that incorporate such accessibility features. Airlines feel that by widening the passageways (aisles), there would be fewer seats and thus fewer passengers - resulting in less profit per flight.

91. A number of options were discussed, such as a better-designed transfer chair, as opposed to the models now in use, and the setting aside of a number of seats with a wide aisle for disabled passengers. Other concerns of the airlines include the matter of evacuation of disabled travellers in the event of a problem and the fact that flight attendants are sometimes apprehensive about the disabled passengers who require care, etc.

92. The positive aspects of the issue were also discussed: The airlines realise the great economic benefit which could be derived from a large market comprised of disabled consumers and that it would be poor business to ignore that fact.

93. The consensus of the meeting was that disabled consumers must be more vociferous in stressing their desires relating to aeroplane travel. Disabled consumers must convince airline companies that the disabled represent a large potential market, and that disabled travellers usually require no specialised care.

94. Therefore it would seem prudent that any new aircraft purchase made by Canadian carriers should incorporate accessibility features that are currently under examination by the AIA Committee and technically feasible.

95. In the case of Air Canada this would appear to be well within the scope of possibility in view of Mr. Claude Taylor's letter to us of July 10, 1979 (see Appendix "J") wherein he states: "Thank you for your letter concerning our new L-1011-500 aircraft and its capability to adequately accommodate disabled passengers. At your suggestion, we have discussed this subject with Mr. Kosis





of Pan Am as well as other industry organizations addressing themselves to this aspect of airline travel. *We are requesting changes to our aircraft similar to those requested by Pan American Airlines.*"

96. The concerns and commitments of manufacturers domestic and international airlines is evidenced in the fact that a meeting is scheduled in Inglewood, California on November 14th and 15th, 1979 to discuss their increased interest and involvement in the area of air transportation for disabled travellers.

97. There have been other developments that indicate a growing sensitivity by the airlines to the air travel needs by persons with disabilities. Among these TWA is experimenting with a special lift to assist wheelchair passengers to board at airports that do not have jet airways. Eastern Airlines has made an important contribution by offering special assistance to individual as well as large groups of disabled passengers.

98. Equally important the Airport Operations Council International asked its members to conduct a self-survey of accessibility to their facilities, and the results were published by the government under the title: "ACCESS TRAVEL: Airports".

99. Under the United States Civil Aeronautics Board (CAB) guidelines, new airports will be accessible. Existing airports must be made accessible within three years. Airports that do not have telescoping ramps linking terminal buildings with aircraft doors are required to use lifts, ramps or other devices to assist handicapped persons into an aircraft.

100. American airplane manufacturers, airline companies and legislators by coordinating their efforts, are making great strides to ensure that all citizens will have access to the air transportation system in the United States. Their progress has illustrated that through coordination and cooperation, not only is time and effort conserved but desired goals of fully accessible transportation systems for the transportation disadvantaged can be expediently achieved.

The Key is cooperation; this is the point at which to begin.



## VIII - RECOMMENDATIONS

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The recommendations in this brief are divided into three categories:

- (1) Those affecting the transportation industry itself and are therefore statements of principle;
- (2) Those affecting rail transportation;
- (3) Those affecting air transportation.

### Statement of Principle:-

It is recommended that:

- (1) Transportation for the 'disadvantaged' be recognized as a transportation issue - not a welfare or social issue;
- (2) The adoption of a national policy recognizing the rights of the transportation disadvantaged in regard to transportation systems;
- (3) Provision be made and earmarked in airline and railway budgets to provide for accessibility and availability of suitable accommodation and facilities;
- (4) A collaborated & coordinated effort be made through the establishment of a transportation committee or central information resource centre on transportation for the transportation disadvantaged;
- (5) Inclusion of the transportation disadvantaged in all facets of the planning and development stages;
- (6) Incorporation of sensitization program in the railway and airline personnel training programs;
- (7) Development and wide distribution of a brochure/pamphlet, outlining in basic terms, the railway and airlines policy in regard to the transportation disadvantaged;



- (8) The establishment, through legislation of reasonable time frames, involving both short and long term objectives, in the development of fully accessible transportation systems. Interim alternatives be implemented immediately;
- (9) The Canadian Transportation Commission examine and resolve the question of liability;
- (10) Adoption of a universal 'transportation' definition of physically non-reliant passengers;
- (11) Protection and arbitration procedures for carriers and passengers in regard to the insistence of an 'attendant' for some passengers;
- (12) Adoption of a reduced fare for the few individuals who because of a severe disability must travel with an attendant;
- (13) The transportation company assume responsibility for the provision of an identification card or pass involving 'reduced fare' passengers;
- (14) In all areas of contention the Human Rights Commission should serve as the arbitrator;

Rail Transportation:

- (15) VIA Rail adhere to the Railway Act in regard to Section 262(1) and provide "suitable and adequate accommodation" to all passengers;
- (16) The Canadian Transport Commission do all in its power to ensure that all transportation systems have sufficient funds to carry out its mandate and responsibility to provide for all passengers;
- (17) Fully accessible stations/terminals include accessible - washroom facilities, telephones, eating and drinking facilities





parking, ticket counters and lockers;

- (18) New accessible coaches be equipped with a train based lift mechanism;
- (19) At least one coach in the transit be fully accessible including - wheelchair tie-down facility; folding arm rests on some aisle seats for easy transfer, washroom facilities, wheelchair storage, and 30 inch aisle width;
- (20) The dining car be accessible or individual food service provided. Swivel seats and fold-down arm rests in the dining car would facilitate service;
- (21) On long distance runs, accessible berths should be provided.

Air Travel:

- (22) Current future airplane purchases should provide far more accessible features - washroom facilities, folding arm rests on some seats, wheelchair storage, a number of seats with wide aisle for easy access;
- (23) Storage provision for battery operated wheelchair;
- (24) Fully accessible terminals including washroom facilities, telephones, eating and drinking facilities, parking, ticket counters and lockers.
- (25) Development of an improved "airplane" wheelchair incorporating comfort and safety features;
- (26) Accessible boarding and deplaning methods through the provision of ramps, and/or mechanical lifts in keeping with the dignity of the passenger.



## IX - SUMMARY

The handicapped are not asking for special privileges or concessions, rather, simply to be able to utilize a transportation system that will allow them to travel with dignity, in the same manner, comfort and safety that is afforded to the general public.

Transportation services and facilities are by law available to the general public which includes minority groups such handicapped people. Federal transportation services are subsidized by general tax revenue. While handicapped persons contribute to this tax revenue, they do not receive the full benefits of the transportation system.

We recognize that universal assessibility will not be accomplished overnight, however, we strongly believe that a national policy on transportation for the handicapped should be formulated. It is our hope that such a policy will emerge as a result of these hearings and briefs.

The foundation for such a policy and the assurance of its full implementation rests in three major efforts at the outset: the establishment of a reasonable time frame for prioritized, pre-determined objectives, the appropriate allocation of funds, and collaboration and coordination among public and private agencies.

1981 has been declared as the Year for Disabled Persons by the United Nations and should provide the impetus to begin planning for implementation of well documented solutions to the documented problems.



X - APPENDICES

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M5S 1N5



Toronto Star, Tuesday, September 25, 1979:

"The train is about seven times as energy-efficient as the car, and perhaps 15 times as efficient as the plane, and that is an increasingly important factor. It is cleaner, safer and more comfortable. It does not require the destruction of huge tracts of land, since the railway right-of-way is already provided.

On trips of up to 400 miles, it is at least as fast as the plane, when trips are measured from downtown to downtown. In most of the city pairs that provide the great share of airport congestion - Montreal-Toronto, Ottawa-Toronto, Edmonton-Calgary, for example - the train is the ideal conveyance.

Or, rather, it would be if we had not embarked on a systematic program of removing trains from service, allowing the railbeds to languish in disrepair, and actively discouraging the use of the train by forcing rail to cover all of its costs of operation, while the billions poured into airports and roads are quietly absorbed by government subsidies.

Air Canada is buying \$1.4 billion worth of new airplanes, while VIA rail, our passenger train service, is operating with equipment whose average age is 25 years. Mount Hope, a minor airport outside Hamilton, is scheduled for a \$110 million facelift, while VIA will get \$90 million - over ten years - to buy new trains to run its entire system.

As the energy crisis crunches down on us, we are busy boosting the costly, inefficient and polluting air industry, while destroying the rail passenger service that once made us the envy of the world. There is only one word for our transport policy; it is berserk."

The article continues to describe some of the costs of Pickering and Mirabel. Nothing could be added to those two statements.





The Globe and Mail, Wednesday, September 26, 1979:

"Improving railway passenger service between major cities in Ontario and Quebec could change travel habits and save \$250-million a year in transportation operating costs and 350,000 tons of oil, according to a privately financed study.

Transport 2000, a national federation of pro-railway groups, says the passenger lines in the busy Ontario-Quebec corridor could be improved to handle average speeds of 150 kilometres per hour (about 95 miles per hour)."

"The report, which probably will be released this week, was financed by the Ashburn Charitable Corp., a private non-profit foundation interested in public transportation."

The report "argues that railway passenger service could achieve a spectacular increase in use with new equipment, improved services and the aggressive marketing that has filled empty seats on some air routes.

The ideal railway passenger system - 4,000 km of electrified double track in Ontario and Quebec, carrying trains at an average 150 km/h - would cost \$4 billion to develop between now and 1990. (Air Canada already plans to spend \$2 billion on improvements to its fleet).

The report stresses that the lines would carry container as well as passenger trains, and says there is evidence that this traffic could absorb costs. More importantly, it says, expenditures would be recovered in savings as travellers switch from costlier modes of transport.

Mr. Roberts, President of VIA Rail did not dispute the predicted shift of almost all short haul air travel and one third of the auto travel to rail. In fact, he said, this could occur without going to the extreme of electrified double-track lines, but simply by improving the conventional track and rolling stock to move passengers faster. Mr. Roberts said: "VIA Rail's current expansion



plans are a step in that direction. We're buying 10 new LRC train sets and we're upgrading the existing fleet 500 cars will have been through the shops by the end of next year, and we plan to upgrade 700. We're spending \$11-million on what will be the first coast-to-coast.....computerized reservation system."

Mr. Roberts said the problem with Transport 2000's proposal is that it's not part of an overall transportation plan. Such a plan is needed and 'shouldn't be done by the federal government or by Transport 2000 or by the provinces - it has to be a co-operative effort, involving everyone.

Because - as they're doing all over Europe right now - if you're going to spend money on upgrading passenger rail, you have to spend it on that instead of something else, air or roads or whatever."



STATION LOCATION	OPERATED BY	PLATFORM	COVERED PLATFORM	PLATFORM LOCATION TO TRACK	TRACK LEVEL CROSSING	UNDERGROUND PASSAGE	WASHROOM FACILITIES FOR HANDICAPPED
---------------------	----------------	----------	---------------------	----------------------------------	-------------------------	------------------------	---

QUEBEC	CP	Intermediate	?	Station-side	No	No	Yes
LORETTE	CP	Intermediate	?	Station-side	No	No	No
TRS-RIVIERES	CP	Intermediate	?	Sides	Yes	No	No
MONTREAL	CN	High	Yes	Between	No	Yes	No
MONTREAL	CP	Intermediate	No	Between	Yes	No	No
DORVAL	CN	Low	No	Sides	Yes	Yes	No
DORVAL	CP	Intermediate	No	Sides	Yes	No	No
BROCKVILLE	CN	Low	No	Station-side	No	No	No
KINGSTON	CN	Low	No	Sides	No	Yes	Yes - but no identification
GUILDWOOD	CN	Low	No	Sides	Yes	No	No
TORONTO	CN/CP	Low	Yes	Between	Yes	Yes	No
LONDON	CN	Low	Yes	Sides	Yes	Yes	No
WINDSOR	CN	Low	No	Station-side	Yes	No	No

TABLE II  
SUMMARY OF STATION CHARACTERISTICS



LOCAL AND JOINT REDUCED PARTY FARE  
TARIFF NO. A-131  
RULES AND REGULATIONS

*TO WHOM GRANTED:*

The Reduced Fares authorized will be granted to a Permanently Disabled Person, unable to travel alone, (regardless of age) and accompanied by an Adult Attendant, if such Disabled Person has received authorization from the Canadian Rehabilitation Council for the Disabled or one of its designated affiliated members.

*CONDITIONS OF SALE:*

(a) The Permanently Disabled Person and the Adult Attendant must travel together for the entire trip.

(b) The Adult Attendant must be capable of assisting the Permanently Disabled Person in boarding and alighting from the Bus and during the trip without assistance from Carrier personnel.

(c) The Disabled Person will make application to the Canadian Rehabilitation Council or its designated affiliates by having completed the Certificate of Eligibility Form referred to in Rule 6. Upon approval of the Certificate of Eligibility by the Canadian Rehabilitation Council for the Disabled or its designated affiliates an annual Disabled Person's Identification Card will be issued authorizing the Reduced Fare Party Ticket.

*ADULT AND CHILDREN'S FARES:*

*One-Way Fares:* One Adult, One-Way Regular Fare, applicable via the route travelled, will apply for a Party Ticket covering One-Way Transportation for a disabled person and adult attendant.

*Round Trip Fares:* Double the Adult One-Way Regular Fare, applicable via the route travelled, will apply for a Party Ticket covering Round-Trip Transportation for a disabled person and adult attendant.

*Children's Fares:* No reduction on Children's Fares.

**NOTE:** Party Fare Tickets authorized herein will be based on REGULAR FARES and are not applicable on any excursion fares, unlimited travel tickets, clergy, Blind and Escort or other reduced fares, or to or through the United States.

*MARKING OF TICKETS:*

(a) Each Coupon of a Party Ticket for the use of a Permanently Disabled Person and an Adult Attendant should be plainly marked "Disabled No. A-131."

(b) The Time Limit of the Ticket will be governed by the Tariff from which the Fare authorized herein is obtained.

*BAGGAGE:*

Except as otherwise specifically provided herein, Rules, Regulations and Charges governing the handling of Baggage will be as published or authorized in Tariffs to which the Issuing Carriers named herein are parties.

**Exception:** Not more than six (6) pieces of Baggage for each Party Ticket will be accepted for transportation in Baggage Service, however, collapsible non-motorized wheelchairs, and other aids, will be accepted as Baggage, and will be in addition to the six (6) piece limitation.





## CERTIFICATE OF ELIGIBILITY

To Attending Physician:

The Canadian Rehabilitation Council for the Disabled and its members or affiliates are authorized to approve Reduced Fare Party Tickets allowing physically disabled persons to travel with an attendant on the lines of Motor Coach Companies that participate in the reduced fare plan and the Canadian National and Canadian Pacific Railways.

An answer of "TRUE" to the following questions will qualify the applicant for reduced Party Rate privileges.

TRUE OR FALSE

- (a) The individual cannot board or alight from a motor coach without physical assistance. \_\_\_\_\_
- (b) The individual cannot sit down or stand up with dignity, without physical assistance. \_\_\_\_\_
- (c) The individual cannot physically tend to himself without physical assistance in the self care areas of eating, personal hygiene and washroom facilities. \_\_\_\_\_
- (d) The disability is of a permanent nature. \_\_\_\_\_

\_\_\_\_\_  
APPLICANT'S NAME

\_\_\_\_\_  
DOCTOR'S NAME

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
ADDRESS

\_\_\_\_\_  
CITY

\_\_\_\_\_  
PROVINCE CITY

\_\_\_\_\_  
PROVINCE

(CRCD ISSUING OFFICE) \_\_\_\_\_



19\_\_ DISABLED PERSONS IDENTIFICATION NO. 6001  
SAN

NAME: \_\_\_\_\_

CANADIAN REHABILITATION COUNCIL FOR THE DIS-  
ABLED MEMBERS OR AFFILIATES HEREBY APPROVE  
THE ABOVE NAMED DISABLED PERSON TO PURCHASE  
FOR HIS/HER PERSONAL USE, A ONE-WAY OR ROUND-  
TRIP REDUCED PARTY FARE TICKET, OVER THE LINES  
OF THE MOTOR COACH OPERATORS PARTICIPATING IN  
"LOCAL AND JOINT PARTY FARE TARIFF NO. A-131"  
AND THE CANADIAN NATIONAL AND CANADIAN PACIFIC  
RAILWAYS

SIGNATURE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TO USER: PLEASE CHECK WITH YOUR TICKET AGENT  
TO MAKE CERTAIN THAT YOUR COMPLETE  
TRIP IS COVERED BY PARTICIPATING BUS  
LINES.

TO TICKET AGENT: THE BEARER AND ONE ADULT  
ATTENDANT ARE ENTITLED TO PURCHASE  
A REDUCED FARE TICKET FOR ONE SINGLE  
REGULAR ADULT FARE ON THE LINES OF  
PARTICIPATING CARRIERS AND ON CNR  
AND CPR.  
(BUS LINES MARK ALL COUPONS OF THE  
REDUCED PARTY FARE TICKET "DISABLED  
NO. A-131")



VIA Special Local and Joint Passenger Tariff 1, CTC 1

Issued 6 September 1979, by

G. C. CAMPBELL, Vice-President, Marketing  
Montreal, Que.

2ND REVISED PAGE 449

Cancels 1st revised page 449

Effective 14 September 1979

## Section 13-D. PERMANENTLY DISABLED PERSON AND ATTENDANT

## 1. CONDITIONS

A ticket may be sold for the transportation of a permanently disabled person (physically or mentally disabled) and one adult attendant (at the fare authorized in 3) upon

- i presentation (not surrender) of an identification card issued by the Canadian Rehabilitation Council for the Disabled (or an affiliated institution) certifying that the physically disabled person cannot travel alone.

or -

- ii surrender of a doctor's certificate stating that the person is permanently disabled and cannot travel alone.

The attendant must be capable of assisting the disabled person to get on and off trains and of attending to his/her personal needs throughout the trip.

A physically disabled person who does not have an identification card may apply for one by

- i obtaining a "certificate of eligibility" from the Canadian Rehabilitation Council for the Disabled (or an affiliated institution)
- ii asking his doctor to complete this certificate
- iii returning the certificate to the C.R.C.D. (or the affiliated institution).

An identification card will be mailed to the physically disabled person when the "certificate of eligibility" has been approved.

## 2. APPLICATION OF FARE BASIS

The fare basis authorized in 3 applies

- a. on all VIA trains
- b. on CN Roadcruisers in Newfoundland. (See CN Tariff 4-3 or reissues thereof.)
- c. on the following buses chartered by VIA:

Amherst,	NS	-	Charlottetown,	PE
Burlington,	ON	-	Hamilton,	ON
Fredericton,	NB	-	Fredericton Jct.,	NB
Hearst,	ON	-	Kapuskasing,	ON
Kamloops Jct.,	BC	-	Penticton,	BC
Kingston,	ON	-	Ottawa,	ON
Capreol,	ON	-	Sudbury,	ON

- d. on CN ferry between North Sydney, N.S., and Port-aux-Basques, Nfld.
- e. on ONRY trains
- f. on buses of the following companies:

- Greyhound Lines of Canada (GLC)
- Saskatchewan Transportation Company (STC)

The fares do not apply on Scotia Motor Transit (SMT) buses. Through tickets may be issued but the "add-on" (see Section 15) between Newcastle and Fredericton must be collected for each passenger.

## 3. FARE BASIS

One fare (any fare which the disabled person would pay if travelling alone ♡) will apply for the transportation of both passengers.

- ♡ If the disabled person is a child of half-fare age, the fare for the child and the adult attendant will be any fare available to a person 12 years of age.





## Law can't stop denial of right to travel alone

EDMONTON (CP) — Federal and Alberta human rights officials say they have no power to prevent CP Air from refusing to let some physically disabled persons travel without an attendant.

Pat Danforth of Edmonton, who is wheelchair-bound, has complained to the Alberta Human Rights Commission and the Canadian Human Rights Commission about the policy.

She said that while she was waiting to board a flight to Grande Prairie, Alta., on June 26, a CP official asked her about her ability to escape in case of accident, and some "awfully personal questions" about what would happen if she had to use the washroom during the 40-minute flight.

The next day, a CP ticket agent in Grande Prairie told her she could not return to Edmonton without an attendant. Eventually he himself accompanied her to Edmonton.

She said she has been travelling by air for 10 years without problems.





Back in the 1930's United President William A. Patterson agreed with the blind that guide dogs should be permitted to fly with their owners in our DC-3's—a landmark decision at the time.

After becoming the first airline to permit guide dogs in the cabin, United went on to make travel easier for the handicapped, the deaf, the elderly and others with medical or disability problems.

They fly by the thousands every year—to vacation, to visit friends and relatives, to receive medical attention, to conduct business— and we're pleased to have a part in it.

This letter is the nicest kind we can receive: "My son was returning home for the first time, in a wheelchair as a quadriplegic. We were very apprehensive about the trip, but the concern and service offered to us by all of your people . . . gladdened our hearts. He was made to feel welcome, comfortable and an appreciated passenger of United Airlines."

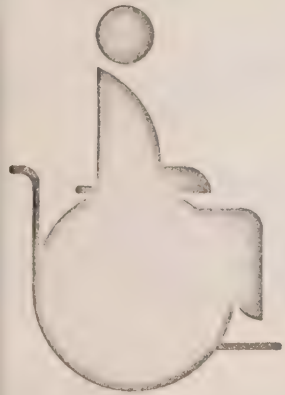
Because we want others to feel equally welcome, here are some suggestions for easier travel that might be useful for a member of your family, a friend or a business associate.





## WHEELCHAIRS

Wheelchairs pose no problem. Every United station has wheelchairs available, and virtually all our 110 cities have jetways or special equipment to board passengers who cannot—or should



not climb stairs. Most stations do have the narrow aisle wheelchairs for passengers who are totally incapacitated.

Our reservations personnel will assist with information and order a wheelchair at both point of departure and destination.

United will check a passenger's personal wheelchair free of charge along with luggage. Battery-powered wheelchairs—whether dry cell, wet cell or non-spillable electrical storage batteries—will be accepted but certain safety procedures must be followed in preparing the wheelchair for carriage. Reservations personnel will answer questions pertaining to specifics.

At the gate, wheelchair travelers and other passengers requiring extra time will be "pre-boarded" prior to others in order to provide maximum comfort.

One frequently asked question: tipping? No gratuity should be given to United personnel assisting wheelchair passengers. However, a porter will appreciate a gratuity for this service.

Wheelchairs are in great demand, and our airport personnel will appreciate your patience if you must wait a few minutes for one.

## DEAFNESS

Deafness also need not be a problem in traveling, but we ask that you make this known to our United representatives so that an individual briefing may be given.

Guide dogs for the deaf also are permitted on board with their owners free of charge.

## BLINDNESS

Blindness is no reason for giving up air travel either. United personnel will lend assistance, and our flight attendants will explain emergency procedures as well as aircraft surroundings.

Federal Aviation Administration regulations require that airlines stow canes used by the blind (as well as crutches), prior to landing and takeoff as a safety measure. These can be returned inflight if owners desire.

Folding or collapsible canes, that can be stored in a purse or carry-on bag, may be kept by passengers during landing and takeoff.

Qualified guide dogs will be welcomed on board at no additional charge but must remain at the owner's feet. We do advise blind passengers that seeing eye dogs (along with all others) will be quarantined by the State of Hawaii for 120 days after arrival.

There is no limitation on the number of blind passengers who may be carried on a particular flight although we still ask that they not be seated in emergency exit rows. In the unlikely event of an emergency situation, a "buddy system" will be used to assist the blind.



**SPECIAL DIETS**

Special diets can be accommodated with a minimum of 24-hour advance notice to our reservations



personnel. Diabetic, hypoglycemic, low cholesterol, and low sodium are a few examples of the selection of meals available for medical reasons by advance arrangement.

**PREGNANCY**

Pregnancy need not limit air travel. But during the ninth month of pregnancy, we do request an obstetrician's certification in triplicate approving air travel and

stating tentative date of birth. This must be dated within 72 hours prior to departure.

After birth, we do require a doctor's certificate for transporting infants less than seven days old.

**THERAPEUTIC OXYGEN**

Therapeutic oxygen is available at a service charge of \$40 per flight coupon. Passengers must use equipment provided by United Airlines, but personal oxygen equipment may be transported in the cargo pit as checked or excess baggage, providing it meets certain packaging and labeling requirements.

To make proper arrangements, our reservations personnel request at least 72-hours advance notice and will need certain information in order to work with United's Medical Department.

**AEROSTRETCHER SERVICE**

Aerostretcher service is available. This, too, should be fully discussed and closely coordinated with United's Medical Department as well as reservations and airport personnel.

And a few general guidelines:

- Do consult your own physician with regard to air travel.
- Do pre-plan the details of trip carefully with United.

■ Do be honest and disclose condition and requirements.

■ Do carry medication in hand baggage.

■ Do arrive at the airport an hour in advance to avoid rushing.

One last comment: There are times when United will have to limit the number of disabled passengers per aircraft, will have to request that they be accompanied by another person or set certain conditions.

This is done in the interest of safety for *all* of our passengers, and we ask for your understanding and patience.

United's Medical Department will be pleased to answer further questions on this subject or discuss special travel arrangements. Write to Dr. C. Richard Harper, Vice President-Medical Services, United Airlines, P.O. Box 66100, Chicago, IL 60666.

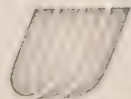
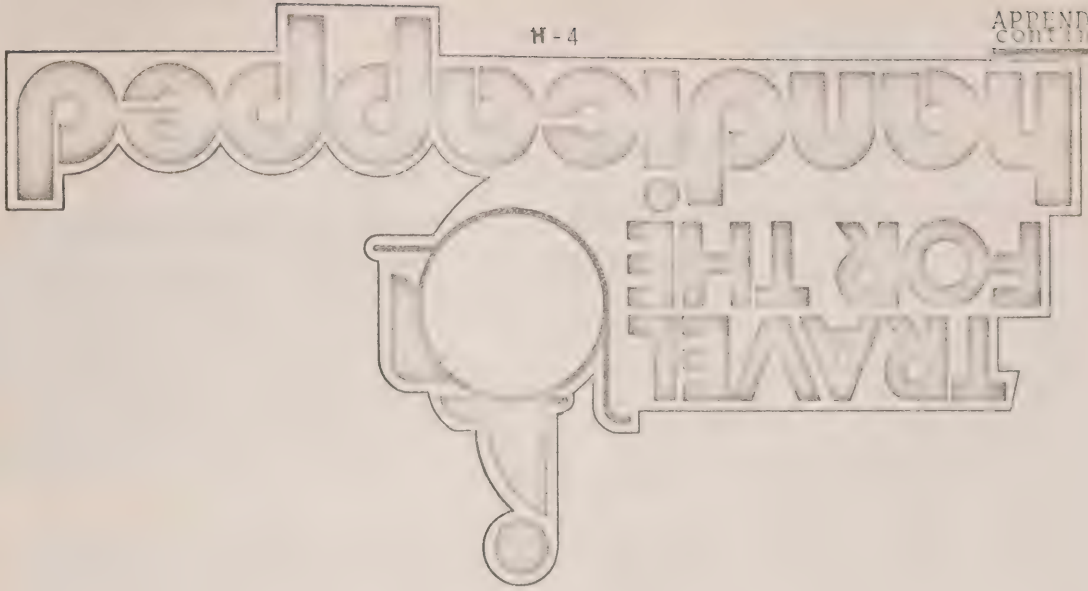
For those with the spirit and desire to travel, United hopes this information is helpful in assessing the possibility of air travel. Hopefully, the sky will be the limit.

Consumer Affairs Department  
United Airlines  
P.O. Box 66100  
Chicago, IL 60666









**UNITED AIRLINES**

We built the largest airline in the free world. Around you.



## Special Passenger Processing

## Traitement des passagers spéciaux

Special Processing - Disadvantaged PassengersDefinition of a Disadvantaged Passenger:

Disadvantaged passengers include the very young, the blind, the deaf, patients under treatment, those with temporary and permanent disabilities, the mentally ill, the mentally retarded, passengers dependent upon or confined to wheelchairs, stretchers, or incubators. Disadvantaged passengers are further classified as self-reliant and non-self-reliant.

THE SELF-RELIANT disadvantaged passenger is independent, self-sufficient, and capable of taking care of all his physical needs in-flight. He requires no special or unusual attention beyond that afforded to the general public, except that he may require assistance in boarding and deplaning.

THE NON-SELF-RELIANT disadvantaged passenger is incapable of self-care during the flight; he depends upon another person to look after his physical needs. Cabin crew are not expected to provide such special attention to any one individual, and thus the non-self-reliant disadvantaged passenger requires a personal attendant engaged by himself, who has the responsibility and is capable of caring for him.

3 In addition to the following subsections, see subsection 3.25.

1 Exercising Care in Handling Disadvantaged Passengers: The following guidelines should be observed:

1 Passengers with physical disabilities should not be required to stand for undue lengths of time, and should be boarded early.

2 Casts should be propped up, whenever feasible.

3 Listen carefully and give full attention to passengers with speech and communication problems.

4 When understanding is difficult, stand in front of the passenger, speak slowly, use short, simple phrases, and use appropriate gestures.

5 Paralyzed persons, who may have lost all sensation in one or more limbs, should be moved very carefully, as damage inflicted on the paralyzed limb may not be noticed.

3 Traitement spécial - Passagers handicapés

.10 Définition: Un passager handicapé n'est pas entièrement indépendant. Sont considérés comme handicapés les très jeunes enfants, les aveugles, les sourds, les malades sous traitement médical, les invalides permanents ou temporaires, les malades et déficients mentaux, les passagers se déplaçant à l'occasion ou constamment en fauteuils roulants, les passagers en civières et les bébés en couveuses. Ces passagers se répartissent en deux groupes: autonomes et non autonomes.

1 Le passager handicapé AUTONOME est indépendant et capable de s'occuper de lui-même une fois dans l'avion. Il n'exige aucune attention autre que celle prodiguée au public en général, si ce n'est l'assistance à l'embarquement et au débarquement.

2 Le passager handicapé NON AUTONOME est incapable de s'occuper de lui-même durant le vol; une autre personne doit voir à ses besoins personnels. Il n'incombe pas à l'équipage commercial d'assurer pareille vigilance auprès d'une personne en particulier; le passager handicapé non autonome doit se faire accompagner d'une personne responsable qui puisse s'occuper de lui dans l'avion.

3 Outre les articles suivants, voir l'article 3.25.

.11 Précautions: Appliquer les directives suivantes:

1 Les infirmes ne doivent pas rester longtemps debout et doivent monter à bord les premiers

2 Suggérer de caler le plâtre si possible.

3 Ecouter très attentivement le passager souffrant de problèmes d'élocution ou de communication.

4 Si le passager a un problème de compréhension, se tenir devant lui, parler lentement au moyen de phrases courtes et simples et utiliser les gestes appropriés.

5 Le paralytique dont au moins un membre est insensible doit être déplacé avec grand soin, car une blessure à ce membre peut ne pas être évidente.



79 05 15

## Special Passenger Processing

## Traitement des passagers spéciaux

3 Special Processing - Disadvantaged Passengers (cont.)3 Traitement spécial - Passagers handicapés (suite).21 Stretcher Passenger: (cont.).21 Passagers en civières: (suite)

1 AT BOARDING POINT: At time of check-in, determine whether or not the passenger or his associates have reserved an ambulance for use on arrival at final destination and at any intermediate connecting points. Include the name of the ambulance service reserved, in the CSDX message. If an ambulance has not been reserved, advise the passenger that you will arrange for ambulance service to be provided at his expense. (See 2 below)

1 AU POINT D'EMBARQUEMENT: Au moment de l'enregistrement, déterminer si le passager ou d'autres personnes mandatées ont réservé une ambulance à destination et aux éventuels points de correspondance. Dans l'affirmative, indiquer le nom du service ambulancier dans le message CSDX. Dans la négative, informer les personnes responsables qu'une ambulance sera réservée à leurs frais. (Voir paragraphe 2)

2 AT CONNECTING POINT AND AT DESTINATION: Upon receipt of the CSDX message, advise Aircraft Services of the existence of the stretcher case (provide passenger's name, flight number, class) and the name of the ambulance service reserved of being booked by you in accordance with a request contained in the CSDX message.

2 AU POINT DE CORRESPONDANCE ET À DESTINATION: À la réception du message CSDX, informer les services Avions de l'arrivée d'une civière (en donnant le nom du passager, le numéro du vol et la classe) et communiquer le nom du service ambulancier réservé au départ, ou à la réception du message CSDX.

EXCEPTION: If a second stretcher case has been reserved on a flight, it will have been authorized by POC (Payload and Operations Control - Dorval).

EXCEPTION: On n'admet sur un même vol un second passager en civière que sur l'autorisation de la direction charge marchande et exploitation (à Dorval).

.22 Paraplegic - Self Reliant Wheelchair Passenger (WCHP): This category of wheelchair passenger is rehabilitated, self-reliant, and capable of taking care of all his physical needs in flight. He will have dehydrated himself before travelling, will refrain from consuming liquids in-flight, and requires no special or unusual attention (except boarding and deplaning assistance) beyond that afforded to the general public. May travel without an attendant. Limited -- as shown in chart 3.26.

.22 Paraplégiques - Passagers autonomes en fauteuils roulants (WCHP): Ces passagers sont rééduqués, autonomes et capables de s'occuper d'eux-mêmes dans l'avion. Ils doivent s'être déshydratés avant le départ et s'abstenir de boire durant le trajet; en fait, ils n'exigent aucune attention autre que celle prodiguée au public en général, si ce n'est l'assistance à l'embarquement et au débarquement. Ils peuvent voyager seuls. Limite -- indiquée au résumé, à l'article 3.26.

23 Paraplegic/Quadraplegic - NON Self-Reliant Wheelchair Passenger (WCHC): This category of wheelchair passenger differs from the WCHP (see .22 above) in that he suffers an additional physical/mental disability and is incapable of self care in flight. He is not SELF reliant. This category of passenger must be accompanied by an attendant. Limited to 2 WCHC per flight.

.23 Paraplégiques ou quadriplégiques - Passagers en fauteuils roulants NON autonomes (WCHC): Ces passagers diffèrent des précédents (WCHP décrits en 3.22 ci-dessus) en ce qu'ils sont affligés d'une déficience physique ou mentale supplémentaire et sont incapables de s'occuper d'eux-mêmes durant le vol. Ils ne sont pas autonomes et doivent être accompagnés. Limite de 2 WCHC par vol.





Special Passenger Processing

Traitement des passagers spéciaux

Special Processing - Disadvantaged Passengers  
(cont.)

3 Traitement spécial - Passagers handicapés (suite)

26 Disadvantaged Passengers' Status - In Chart Form:

26 Passagers handicapés - Résumé:

PASSENGERS CATEGORY CATÉGORIE	SELF RELIANT AUTONOME		NON SELF RELIANT NON AUTONOME		NOTES REMARQUES
	ATTENDANT REQUIRED BESOIN D'ASSISTANCE	MAX. NBR PER FLIGHT MAX. PAR VOL	ATTENDANT REQD BESOIN D'ASSIS.	MAX. NBR/FLIGHT MAX. PAR VOL	
BLIND AVEUGLE	NO NON	N/A SANS EFFET			
CEREBRAL PALSY VICTIM ENCÉPHALOPATHIE	NO NON	N/A SANS EFFET			NOTE 1 REM. 1
CHILD UNACCOMPANIED ENFANT NON ACCOMPAGNÉ	NO NON	N/A SANS EFFET			
DEAF SOURD	NO NON	N/A SANS EFFET			
INCUBATOR BABY COUVEUSE (BÉBÉ)			YES OUI	N/A SANS EFFET	
MENTALLY ILL MALADE MENTAL			YES OUI	N/A SANS EFFET	
MENTALLY RETARDED DÉFICIENT MENTAL	SEE NOTE 2 VOIR REM. 2	N/A SANS EFFET	SEE NOTE 2 VOIR REM. 2	N/A SANS EFFET	NOTE 2 REM. 2
STRETCHER PASSENGER CIVIÈRE			YES OUI	1 1	NOTE 3 REM. 3
WHEELCHAIR - WCHC (TOTAL INCAP. INCLUDES QUADRAPLEGICS) FAUT. ROUL. - WCHC (INVALIDITÉ TOTALE) (QUADRAPLÉGIQUES...)			YES  OUT	2  2	NOTE 3  REM. 3
WHEELCHAIR - WCHP (PARAPLEGIC) FAUT. ROUL. - WCHP (PARAPLÉGIQUES)	UNACCOMPANIED NON ACCOMPAGNÉS	ADDITIONAL IF ACCOMPANIED NOMBRE ADDITIONNEL SI ACCOMPAGNÉS			NOTE 4 REM. 4
B-747	12	12			
B-747 Combi	10	10			
L-1011	10	10			
DC-BS	8	8			
DC-8	4	4			
B-727	4	4			
DC-9	2	2			
WHEELCHAIR - WCHR (WALK ON/OFF) FAUT. ROUL. - WCHR (PARTIEL. IMPOTENTS)	NO NON	N/A SANS EFFET			
WHEELCHAIR - WCHS (CARRY ON/OFF) FAUT. ROUL. - WCHS (TOTAL. IMPOTENTS)	NO NON	N/A SANS EFFET			



**AIR CANADA**

PLACE VILLE-MARIE, MONTRÉAL, CANADA H3B 3P7

CLAUDE I. TAYLOR

PRESIDENT AND CHIEF EXECUTIVE OFFICER  
PRÉSIDENT-DIRECTEUR GÉNÉRAL

July 10, 1979

Mr. J.R. Sarney, C.A.E.  
National Executive Director  
Canadian Rehabilitation Council  
for the Disabled  
Suite 2110, One Yonge Street  
Toronto, Ontario  
M5E 1E8

Dear Mr. Sarney:

Thank you for your letter concerning our new L-1011-500 aircraft and its capability to adequately accommodate disabled passengers. At your suggestion, we have discussed this subject with Mr. Kosis of Pan Am as well as other industry organizations addressing themselves to this aspect of airline travel. We are requesting changes to our aircraft similar to those requested by Pan American Airlines.

Within the constraints of our current aircraft seating and aisle arrangements, we are providing the best practical means to make the aircraft satisfactory and enjoyable to the travelling public. We are also continuing to ensure that equipment and services consistent with government regulations are available on new aircraft. These include life-support systems, such as oxygen, for on-board use, ground wheelchairs, aisle chairs and if necessary mechanical boarding lifts. We will also continue to provide personnel and equipment to assist in boarding, moving passengers to restrooms, deplaning, handling baggage, and making ground connections.

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Mr. J.R. Sarney

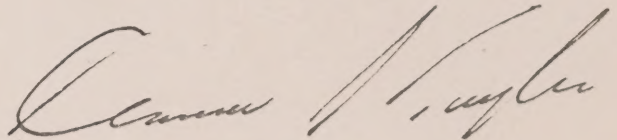
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July 10, 1979

We are hopeful that in future we will be able to allow handicapped persons to take folding wheelchairs aboard and that battery-powered wheelchairs and personal oxygen supplied by handicapped passengers will be accepted as baggage. Any such action of course, will be subject to government regulations regarding the transportation of hazardous materials.

We will continue to review developments in this area and intend to provide a service that permits disabled persons to enjoy travelling with Air Canada.

Yours sincerely,

A handwritten signature in dark ink, appearing to read "Lester B. Pearson", is written in a cursive style.







